



Credit and Financial Development Division NEWSLETTER

The Official Publication of the NACM Credit and Financial Development Division

April 2014

Letter from...

Lynn Kendrick, CBA
CFDD National Chairman



How quickly a year goes by! It seems like only last week I stood in front of my CFDD family and pledged to lead this wonderful organization. This has been a tremendous learning experience and one of the best of my life. It was an incredible year and there are many members to thank for all of our success.

First to my Vice Chairmen Barbara Condit, CCE and Charlene Gothard, CBA who have been remarkable to work with, I am truly grateful. I would also like to acknowledge all of the dedicated Area Directors on the National Board this year, Mary Moore, CBA, our NACM Board Representative and all of the Past National Chairmen who have made themselves available to me, to give amazing guidance. Another thank you goes to my chapter, CFDD Louisville, for their encouragement this past year. Finally to our CFDD Administrator, Melanie Brohawn and our NACM National staff, who work tirelessly to provide CFDD with an outstanding newsletter, great conferences, membership assistance and

overall backing throughout the year. We appreciate everything you do for us.

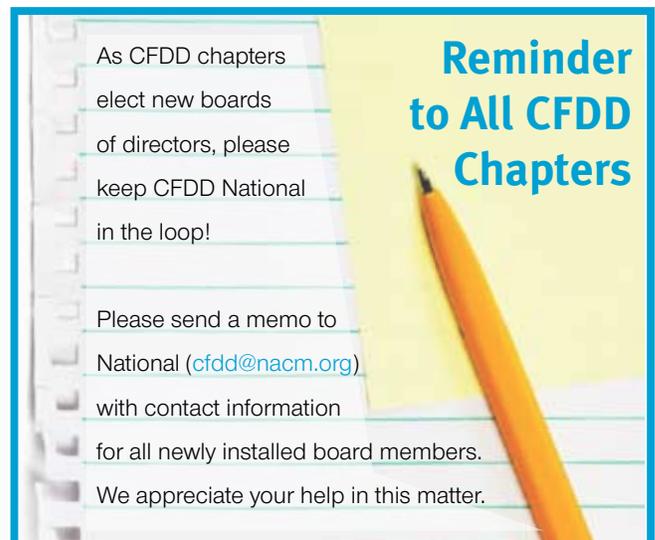
“Be the Best You Can Be, with CFDD” has meant that no matter what happened this year in our lives, we have been the best we could be at home, at work and especially in our CFDD organization. Continue to be active and participate in your CFDD chapter and take that extra step by serving on your local or National board. It will be an experience you will never forget or regret.

I hope to see all of you at Credit Congress in Orlando. Please show your support for CFDD by attending our Awards and Installation Luncheon on Tuesday, June 10. This is the time where we recognize our chapters with special awards and present individuals with scholarships. It is a great networking opportunity.

It has been a true honor and a privilege to serve as your National Chairman. I look forward to the upcoming leadership and serving as a mentor in the years to come. Remember to “Be the Best You Can Be, with CFDD” and you will continue to flourish. I would like to thank each and every member for your support over the last year. I appreciate your comments and suggestions, but most importantly thank you for your friendship. It shows the true value of your CFDD membership.

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Letter from...

Charlene Gothard, CBA CFDD National Vice Chairman Member Services and Publicity



I would like to thank the membership for the opportunity to serve as your Vice Chairman of Membership and Publicity. It has been a good year and as always I have learned along the way. CFDD has been one of the most helpful tools in advancing my career path through networking and development. Membership is a two-way street, you give and you get, or you get and you give. Either way the outcome is the same—you have increased your knowledge and expanded your network. The credit profession is ever changing with new laws, new corporate policies, and if you do not stay current you will be left behind. This is where CFDD is especially helpful. Credit Congress is another place where you have educational offerings to cover every aspect of the credit profession, the time to network with others in your industry or across a diverse industry base. Each of you has the opportunity to be a leader in this organization whether it is on the local or national level. Membership is yours for the taking. What you do with it is up to you. I have given throughout the years on the local level and the rewards that I have gotten definitely outweigh what I have given, now on the National level the same applies.

I would be remiss if I did not recognize those who have helped (pushed) me along the way. Jeffrey O'Banion, CCE, ICCE who was

always there for me, telling me “yes you can.” Millie De Mariano who has been a rock for CFDD and Mary Moore, CBA and Wendy Bartlett, CCE who have encouraged and supported with their leadership. There are also so many past National Chairmen that I have had the privilege to work with on special projects, including Carol Fowle, CCE who always has the answers.

I need to also thank Melanie Brohawn who knows everything about CFDD and keeps us going and Robin Schauseil, CAE for her support, leadership and guidance. Together NACM and CFDD are a winning team.

Lynn's theme for this year “Be the Best You Can Be, with CFDD” is a choice for each and every one of us. Do not accept the status quo, push yourself and encourage those around you. It is contagious and the swell will continue to grow. Passion for CFDD and the credit profession is very easy for each of us to share. Even if you only share the passion with one person and they become a new member, that is one more than before.

Lynn, thank you for your leadership throughout this year and Barbara, you leave big shoes to fill for the coming year. Thank you both for a great year!

I look forward to seeing you at the NACM National Credit Congress and at the CFDD National Conference this fall.

Member Viewpoint

New National Programs Easy to Use

I was recently asked to give a presentation to our local Portland CFDD Chapter. I am not a speaker and had never given a presentation other than when I was in college. I agreed to do this for a couple of reasons. First as a challenge to myself, and second because I knew that there were materials available on the National website to help me out. What I didn't know was the extent of the materials and how user-friendly they are. The topics range from credit issues to relationship building and mentoring and they all have notes and slides to aid you.

The program I chose was Effective Relationships. I was surprised by the content in the package and how well it was put together. I was able to go through the slides and choose whether I wanted to use the prepared notes or alter them to include my own experience. The notes were thorough and clearly defined the content of each slide. The program was easy to use, easy to edit and was a great topic to

present to our group. Having this at my fingertips made the task of giving a presentation a little less stressful and took away the anxiety of making sure I was giving a helpful and educational program.

We have some talented people in our CFDD world and they have put together some great programs. I recommend that everyone go out to the [National website](#) and take advantage of the resources that are available. Again, they are great programs that are ready for anyone, even a novice like me, to pick up and use. Thank you to everyone who put their time and effort into these programs!

*Submitted by Tawnya Marsh, CBA, CFDD Portland Chapter
President and credit and customer service manager at
Columbia River Knife & Tool*

Emotional Intelligence: A Key Factor in Effective Leadership

“It is very important to understand that emotional intelligence is not the opposite of intelligence, it is not the triumph of heart over head—it is the unique intersection of both.” ~ David Caruso

There are numerous qualitative traits that make up an effective leader such as charisma, vision and determination. These traits are not only well-known, but also well-understood. However, another key factor, sometimes overlooked when looking at effective leadership is emotional intelligence.

What is Emotional Intelligence?

Emotional intelligence centers on one’s ability to not only manage and understand our own emotions, but also those of the people around us. This quality allows us to influence others and manage personal relationships. Although everyone has some level of emotional intelligence, effective leadership requires the leader to be well-skilled in this area. A leader who has high levels of emotional intelligence can facilitate teamwork, inspire employees, cultivate creativity and motivate increased productivity.

Traits of Emotional Intelligence for Effective Leadership

There are five primary traits of emotional intelligence that need to be developed to become a truly effective leader:

1. **Self-awareness.** Leaders who have high levels of emotional intelligence know their strengths and weaknesses and can recognize these emotions when they are manifesting.
2. **Self-regulation.** Emotional intelligence also includes the ability to self-regulate. Effective leaders control their emotions while not allowing their emotions to control them. With emotional intelligence comes a leader’s ability to think before he acts on emotion-driven impulses.
3. **Superior communication skills.** Effective leadership centers on communication with superior communication skills being a key trait of those with emotional intelligence. Leaders must be able to concisely and clearly convey their thoughts and directions to others in order to inspire them to action.
4. **Social awareness.** Leaders with high levels of emotional intelligence are able to empathize with those around them. They do not judge others too quickly, but put themselves in the other person’s shoes. They strive to truly understand the needs and wants of others to best align their mutual goals.
5. **True team players.** Emotional intelligence is seen in effective leaders who are true team players. They understand: “There’s no ‘I’ in ‘TEAM.’” They will often put aside their immediate personal wants or needs for the greater good of the organization, knowing in the end the rewards will be much richer than the instant gratification of being selfish. This serves as a role model for others, who then follow suit.

Developing these five traits is critical for effective leadership!

Colleen Kettenhofen is an international award-winning corporate trainer, workplace and employee management expert and conference keynote speaker. A media veteran, she has appeared on numerous radio shows around the country and has written more than 40 popular articles on diverse workplace issues. Along with presenting over 1,100 entertaining seminars here and abroad, she has published 10 audio programs and two books including Secrets Your Boss Isn’t Telling You now available on her website www.BounceBackHigher.com. To have Colleen improve morale and productivity at your association or organization through her keynotes, seminars and breakout sessions call 623-340-7690 or email colleen@colleenspeaks.com.



Chapter News

CFDD Louisville

Louisville Chapter Holds Mentoring Workshop

On Saturday, March 29, ten members of the Louisville CFDD Chapter attended a workshop on the CFDD National Mentor Training Program. Two of the members, Melissa Ballou, CCE, CICP and Kathy Hibdon, CCE were the presenters. The Louisville Chapter has a wealth of knowledge within the membership and felt what better way to share than to establish a mentoring program. Joyce Davis, CBA will be the Louisville Chapter's Committee Chairman for the Mentor Program. Pictured left to right, back row: Amie Gilbert; Kim Hardy, CBF, CICP; Joyce Davis, CBA and Brenda Cox. Front row: Kathy Hibdon, CCE; Melissa Ballou, CCE, ICCE; Laura Clark; Sandy Graves; Lynn Kendrick, CBA and Kim Douglas.



The Louisville Chapter proudly reports that they raised over \$1800 for their Scholarship Fund at their 9th Annual Chili Supper and Silent Auction.

CFDD Wichita

How to Grow Your Membership

CFDD Wichita's goal for many years was to grow membership, which was difficult given that in 2009 there were only 17 members. The economic stress had most companies cutting spending, including programs like NACM and CFDD when credit professionals needed them most. So how did CFDD Wichita grow to 31 members, nearly double, in 2014? They decided to host a local seminar each fall in conjunction with NACM Kansas City. These events served as both fundraisers and membership drives. Past topics have included a discussion on social media and an economic forecast for the year.

In November 2013, they held a half-day seminar on credit card interchange fees. Even seasoned credit managers learned things they did not know about the deceptive billing practices processors use to make it literally impossible to analyze credit card statements. Even better, the members learned what they are able do about it. With 95% of merchants being overbilled, this presentation appealed to a wider audience and was well worth the price of admission. It also gave the chapter a chance to show the non-members who attended why NACM and CFDD are so valuable.

PROGRAM PICKS

CHAPTER	TOPICS	SPEAKER
Louisville	Credit Applications, Contracts Best Practices Understanding Generational Diversity Coaching to Performance	
San Diego	Credit Card Surcharging Keeping Motivated	Attorney Attorney
Wichita	What to Expect in 2014 How to Use LinkedIn Credit Scams Rebates vs. Discounts Cultivating Talent Interchange Fees	Economist Chapter Member Chapter Member Chapter Member Chapter Member Payment Industry Consultant

Establishing a Systematic Response to Bankruptcy Filings

BAPCPA Notice Provision

The Bankruptcy Abuse Prevention and Consumer Protection Act of 2005 (BAPCPA) has amended Section 342 of the Bankruptcy Code to expand the notice requirements a debtor has to satisfy in order for the notice to be effective against its creditors. Any notice the debtor is required to provide must contain the name, address and last four digits of the debtor's taxpayer identification number. Any notice that relates to an amendment of the debtor's schedules to add a creditor must contain the debtor's full taxpayer identification number.

Also, where a creditor sends at least two communications to the debtor, containing the debtor's account number and the address at which the creditor wants to receive correspondence from the debtor, within 90 days before the debtor's bankruptcy filing, the debtor is required to send notices containing the debtor's account number to the creditor at the specified address. Any non-complying notice will not be effective until it is brought to the creditor's attention. Where the creditor has established reasonable internal procedures for dealing with bankruptcy notices, the debtor's notice will not be deemed to have been brought to the creditor's attention until receipt by the person in or subdivision designated in the creditor's procedures to receive notice.

A creditor will not be penalized for violating the automatic stay for conduct prior to the creditor's receipt of effective notice of the bankruptcy in accordance with the above-described procedures.

Internal Routing of Bankruptcy Notices

Bankruptcy often involves a number of deadlines for the taking of action or the filing of objections. If no timely objections are filed, the debtor may go ahead with the sale without further notice.

Receipt and Routing of Notices

An internal response system should get the notice from the bankruptcy court matched up with the appropriate file and to the decision maker as soon as possible. Because many of the deadlines are relatively short, the creditor may need to file a change of address form with the bankruptcy court and give notice to the debtor or trustee if notices are being mailed to a lockbox or other office where rerouting may involve unnecessary delay.

Copies should be routed to the creditor's sales department with instructions on the effect of the bankruptcy filing on existing credit limits and any need for consultation on post-petition sales.

The credit manager, or other officer that makes decisions on bankruptcy cases, must receive the notice as soon as possible and note deadlines for the meeting of creditors: (1) the filing of a proof of claim; (2) any objections to sales of assets, use of cash collateral, etc.; and (3) the date of any organizational meeting for the formation of a creditors' committee and for the deadline for submitting the form to be appointed to a committee.

A separate system should be established to deal with adversary proceedings, which are lawsuits filed within a bankruptcy case, because the debtor or some other party in the bankruptcy case could sue the creditor's company. These will almost always involve reference to counsel.

Education of Sales and Other Contact Personnel

The creditor's bankruptcy system should include a periodic review with sales and other staff members who have direct contact with a customer to remind them of the need to watch for bankruptcy danger signs and what actions to take upon learning of the bankruptcy filing.

Excerpted from the NACM Manual of Credit and Commercial Laws, Volume IV, Bankruptcy and Insolvency Issues, Chapter 2, A Creditor's Guide to the Bankruptcy Process. For the full text of this section or information on credit applications, contracts, letters of credit, secured transactions, bad check laws, negotiable instruments, liens and bonds, antitrust, escheatment, SOX and many other relevant topics, please consult the Manual. The newly updated 2014 Edition of all four volumes of the Manual of Credit and Commercial Laws is available at the [NACM Bookstore](#).



NACM'S 118TH
**CREDIT
CONGRESS
& EXPO**

CFDD Meet and Greet at NACM's 118th Credit Congress

The Meet and Greet will be held at the
Headwaters Lounge from 2:00–3:45pm
on **Sunday, June 8th.**

JUNE 8–11, 2014
ROSEN SHINGLE CREEK

Orlando, FL

Global Connect Arizona Trade Finance Seminar We Were Represented Globally!

FCIB, NACM's international division, co-sponsored the Arizona Trade Finance Seminar in conjunction with the Thunderbird School of Global Management and other local organizations on February 21, 2014 in Phoenix.

I was joined by three fellow members of our NACM/CFDD family. Edwin Bell, PhD, CBA, ICCE of W.W. Grainger, Inc.; Gwen Stroops, CCE, CICP of Smith Pipe & Steel Co., Inc. and Rosa Apodaca, CCE of Western States Petroleum. Ed was a speaker at the conference and his presentation was on International Credit Policy. Gwen, who recently received her CICP designation, earned valuable CEUs at the conference. Rosa and I were getting all the information we could on international credit management as it pertained to the modules we are studying to earn our CICP designations.

An Arizona treasure for the last 70 years, the campus of Thunderbird School is very beautiful. Our luncheon was served outside where we were privileged to hear keynote speakers Hon. Ted Dean, deputy assistant secretary for services, International Trade Administration, U.S. Department of Commerce and Hon. Alejandra Castillo, acting national director, Global Export Initiative for Minority Businesses, U.S. Department of Commerce. They were both extremely informative and spoke about President Obama's initiative to increase export business to improve the economy.

Yuki Fujiyama, ICCE, the master of ceremonies, is also with the U.S. Department of Commerce and represents the Office of Financial Services Industries. He assembled speakers from the Arizona District Export Council, the Hispanic Chamber of Commerce and several professors at the Thunderbird School who teach students about banking in global markets, foreign exchange and the importance of global family enterprises.

It was a day filled with information on how Arizona plays a prominent role in the global market. I was personally amazed at the 20-year-plus experience in export trade and how involved our state is in these activities. Kristian Jon Richardson, a senior international trade specialist with the U.S. Commercial Service Arizona, U.S. Department of Commerce interviewed the president of FNT Fiber Network Tools as the Commerce Department is assisting FNT with market research and global information.

Global Connect was a truly amazing day of learning and opened our eyes to Arizona trade, how it works, how it is financed and all the hands that go into making it a successful venture for all involved.

Submitted by Ellen Wodiuk, CCE, Phoenix Chapter President and executive credit manager at Fort McDowell Yavapai Materials

CFDD NEWSLETTERS

Did you know that you can access not only the National CFDD newsletters, but also other chapter newsletters from the National CFDD website? Need a fresh topic for an upcoming meeting or a new fundraiser idea? Is your chapter ready to launch their newsletter, but needs some direction? Check out what other chapters are doing by logging onto the [CFDD Members Only Area](#) and clicking on Chapter Newsletters from the menu on the right.

The Annual CFDD Luncheon at the 2014 Credit Congress

Mark your calendars and plan to join us on Tuesday, June 10 for the annual CFDD Luncheon! During this always lively networking event, we will install our new leaders for 2014-2015, honor high-achieving chapters and recognize this year's award winners and scholarship recipients.

An additional fee of \$69 will be charged for each attendee at the CFDD Luncheon. For more information about the luncheon and related CFDD networking and educational resources, please contact CFDD National at cfdd@nacm.org or call 410-740-5560.





NACM'S 118TH
**CREDIT
CONGRESS
& EXPO**

JUNE 8-11, 2014

ROSEN SHINGLE CREEK

Orlando, FL

Join us in sunny Orlando,
The City Beautiful,
for NACM's 118th Credit
Congress & Exposition.

It's the largest gathering of business credit professionals in the country—where the focus is on education, networking and growing the unity and influence of the credit community. You'll be inspired by the best credit experts in the country. Come celebrate all this and more with us this coming June!

Hotel info:

[Rosen Shingle Creek](#) is offering a room discount of \$169/night. You may call the hotel directly at 866-996-6338 or register [online](#). Please reference NACM Annual Credit Congress. Members can also access [Rosen Shingle Creek](#) registrations from the [NACM website](#).

CFDD Luncheon – June 10



Like Credit Congress on Facebook
to stay up-to-date on breaking conference
news, discounts and special contests!

NACM'S 118TH
**CREDIT
CONGRESS
& EXPO**

JUNE 8-11, 2014
ROSEN SHINGLE CREEK

Orlando, FL

**Networking
Events:**

- Golf Outing
- Grand Opening Reception
- Beer & Browse Reception
- CFDD Luncheon
- Beach Bash Closing Night Party
- Expo Hall

Credit Congress Highlights for CFDD Members

Be sure to show your support by attending the Credit Congress sessions led by CFDD members. We are proud of our members and appreciate all their time and effort.

Tuesday, 9:00–10:30am

23035. No Financials?...No Problem

Speaker: Edwin Bell, PhD, CBA, ICCE, W.W. Grainger, Inc.

A huge challenge for credit professionals is how to determine the proper amount of credit risk and exposure to accept. This is especially difficult when financial statements are either out-of-date or nonexistent. This presentation looks at how to perform the credit review process without financial statements. Find out what to look for, what questions to ask, what information to gather, how to get it and what to do with it to make the most informed decision possible.

Wednesday, 1:30–3:00pm

23078. Collections 101: The Good, the Bad and the Ugly

Speaker: Lisa Epps-Dade, Esq., Spencer Fane and Lisa Tanner, CICP, The Coleman Company, Inc.

The presentation covers the principles of collection. Starting with square one, how to collect the money, maintaining a systematic follow-up and the funds collection. This session discusses building and preserving a relationship with your customer throughout the collection process. The best methods for improving collections will be presented, including who to contact, how to contact and when and how often to follow up. The presentation concludes with an exploration of your options when collection efforts fall short.

Sunday, 8:00am–12:00pm

23006. CBF Exam Review

Speaker: Thomas Shimko, CCE, Cemex, USA

An exam preparation strategy will be outlined during this session to help exam candidates formulate a plan of study. Attendees are encouraged to purchase and review the suggested textbooks listed on the [NACM Bookstore](#) website in preparation for the CBF exam.

Pre-registration and an additional fee required.

Our dedicated exam reviewer for many years deserves our thanks.

CFDD will host its Annual Awards and Officer Installation Luncheon at Credit Congress on Tuesday, June 10. Be sure to sign up for this event when you register.

Effective Feedback is Not a Sandwich or a Seagull

Managers recognize that their teams need feedback to improve and be successful. However, many provide feedback without having a clearly defined way of doing so effectively. Feedback ends up as a one-way conversation delivered from the manager to the performer.

One-way feedback conversations come in one of two types. The first is the sandwich, where the manager presents the performer with what they did well, “sandwiches” in negative feedback in the middle and wraps it up with more positive feedback. It’s a habit based on years and years of history “giving feedback”—and it’s a habit we have to break. Remember, if you tell the performer, the conversation is one-way, but if you ask them, it is now two-way.

The second is the seagull model, which is even worse. This is a situation where the manager doesn’t attempt to engage the performer—they simply state negative feedback and move on. This is why I liken it to seagulls—they “fly by, poop and fly on.” You never want to provide seagull feedback.

Feedback must be a two-way conversation with self-discovery by the performer being the first and most critical step.

The two-way Effective Feedback conversation has four easy-to-follow steps:

1. Ask the performer what they did well.
2. Add what you feel they did well.
3. Ask the performer what they will do differently next time.
4. Add what you would suggest they do differently next time.

Steps one and two build confidence. We need confident team members. Steps three and four build skill. All four steps create a confident, skilled and engaged team member.

Do we spend an equal amount of time in each of these steps? No. Definitely not! Different people have different capacities for feedback and different abilities to assimilate information. Those lacking confidence need more in steps one and two. Those who are very confident but lack skill need more time in steps three and four, but be careful that it comes after reinforcing confidence in steps one and two.

Effective two-way feedback is common sense. The four steps are not a scientific breakthrough, but they are not common practice. Making them common practice will engage your team.

Once this four-step process is in place and well embedded in your culture, you’ll find team members are so well-versed in feedback that they can actually provide themselves with clear, actionable, realistic and balanced feedback on a daily basis.

Kevin Higgins is the CEO of Fusion Learning Inc., recognized by Selling Power as one of the top 20 sales training companies in North America, and as one of Canada’s Top Small & Medium Employers for 2014. He is the author of Engage Me: Strategies From The Sales Effectiveness Source. For more information, visit www.fusionlearninginc.com.

MEMBERSHIP CAMPAIGN CONTINUES

The 50% discount on membership dues will again be offered for new members reported through June 30, 2014. Membership chairmen and chapter presidents have been notified about this year’s membership campaign. Spread the word to other credit professionals who may not know what benefits they and their companies will receive from membership in NACM and CFDD. Education, networking and professional development are all part of the offering. There will be an award for the individual member and the chapter that recruits the most new members.

SILENT AUCTION 2014 CFDD National Conference



CFDD’s popular Silent Auction is on its way! You can help fellow credit professionals achieve their educational goals by donating and/or bidding on items for the Silent Auction. All proceeds raised will be used for the CFDD Scholarship Fund. Donations are welcome from individuals, chapters and corporations. Items should be new, with a starting value of \$25. For more information about the 2014 Silent Auction, please click [here](#).

Why Do People Do a Good Job and Who Gets Hired?

Why Do People Do a Good Job?

The question is one that concerns most people running a business. How do they keep their employees motivated to do a good job? They are well aware that the performance of their employee base is the difference between success and failure but getting maximum performance from a person can be one of the most challenging tasks. It has been assumed that people can be incentivized with promises of rewards and others assume that employees can be intimidated and scared into hard work. It turns out that for many, the motivation is simpler.

Analysis: A survey found that employees who consistently did a good job were motivated by their own value system and that there was not all that much the employer could do. The three traits that led to good work are pride, empathy and loyalty. The person needed to take pride in their work, empathize with the consumer of the product or service and feel loyalty to the place of employment. If those are in place everything else seemed to follow.

Who Gets Hired?

It seems that the issue of hiring the right person is far more important than it ever was. This is an era of “lean and mean” and that translates into smaller employee bases and people being asked to take on far more responsibility than in the past. What exactly is the employer looking for these days? The response to this question has been pretty surprising and defies conventional wisdom to some extent.

Analysis: One would assume that employers would hire skill, education and experience and indeed these are factors in the top five as far as criteria is concerned. They are not at the top of the list however. That position is held by work ethic. The surveys refer to this in a variety of ways but the top of the list of desired traits is attitude and some have become even more specific about what that means. The desire is to find someone who works because they enjoy the work and the opportunity. They want people who take pride in their work and do a good job regardless of whether anyone is looking.

The engagement of someone with the right work ethic is a two-way street however and the comments from employees underline the fact that companies that expect loyalty must be prepared to show some in return. The most common complaint from employees is not that they are not paid well or that they do not have the benefits they want. They complain mostly about not getting the respect they believe they have earned and not getting the opportunity to contribute what they have to offer. They also complain a lot about the people they work with as the hard workers truly resent those who don't.

Source: Strategic Global Intelligence Brief by Chris Kuehl, PhD, of Armada Corporate Intelligence.

AWARDS & ACHIEVEMENTS

CHAPTER	MEMBER	COMPANY	AWARD/ACHIEVEMENTS
Kansas City	Sara Prochelo, CCRA	Bartlett Grain Company, L.P.	CCE
Louisville	Kim Hardy, CICP	ORR Safety Corporation	CBF
Portland	Clara Nemeth, CGA	NACM Oregon, Inc.	CBA
	David Newman	Orepac Building Products, Inc.	CBA
	Eve Weinbrecht	Orepac Building Products, Inc.	CBA

CHECK OUT NACM'S LINEUP OF PROGRAMS AND EVENTS

- Apr 16 **NACM Teleconference:** The Credit Manager's Guide in Supporting Proactive Due Diligence Prior to Unclaimed Property Reporting Deadlines
- Apr 23 **NACM Webinar:** Alter Ego and Single Business Enterprise Theories— Understand Who You Are Really Dealing With and How to Find Assets and Secure Payment
- May 5 **NACM Teleconference:** Emerging Trends for Small/Mid-Market Credit Departments: Credit
- May 7 **NACM Webinar:** Liens and Bonds—Taking Advantage of Your Rights to Avoid Write-Offs and Sell More
- May 14 **NACM Webinar:** The Target Data Breach—Lessons Learned
- May 21 **NACM Teleconference:** Preference Defense Toolkit
- June 8-11 **2014 NACM Credit Congress & Expo**
- July 7 **NACM Webinar:** Bankruptcy for Beginners— Day 1
- July 16 **NACM Webinar:** Bankruptcy for Beginners— Day 2
- July 23 **NACM Webinar:** UCCs—The Financial and Psychological Advantages of Being a Secured Creditor

Monthly Credit Survey

You are invited to participate in the monthly Credit Managers' Index (CMI) survey of U.S. credit and collection professionals. Each time you take the survey, you receive 0.1 point toward your [NACM Career Roadmap](#). Contribute to the CMI and have your experience count.

The results from the survey are processed and presented each month in NACM's *eNews*, *Business Credit* magazine and at www.nacm.org. Since its inception, the CMI has been a startlingly accurate economic predictor, proving its worth most notably during the recession.

The survey asks participants to rate whether factors in their monthly business cycle—such as sales, new credit applications, accounts placed for collections, dollar amount beyond terms—are higher than, lower than or same as the previous month. The results reflect the entire cycle of commercial business transactions, providing an accurate, predictive benchmarking tool.

All credit and collections professionals are invited to take the survey each month during the timeframes listed below. NACM membership is not required.

Read more about the CMI [here](#).

2014 Survey Dates

CMI Timeline	Survey Opens	Survey Closes
April	Mon, April 21	Fri, April 25
May	Mon, May 19	Fri, May 23
June	Mon, June 16	Fri, June 20
July	Mon, July 21	Fri, July 25

CFDD MISSION STATEMENT

The mission of the NACM Credit and Financial Development Division is to develop tomorrow's business leaders through core offerings.

CFDD VISION STATEMENT

To be a leading provider of professional development opportunities through learning, coaching, networking and individual enrichment.

CFDD Logo Items



Searching for that perfect gift that combines practicality, value and pride? Look no further than CFDD's extensive selection of logo items! From mouse pads to umbrellas, CFDD logo items can satisfy even the most discerning recipient. They also make great gifts for speakers and special guests. Don't delay! Browse the [CFDD logo item web pages](#), part of the online NACM Bookstore, and purchase merchandise that reflects your investment in the CFDD professional credit community!

CFDD logo items currently available:

- Acrylic Desk Tray (\$10)
- Aluminum Card Case (\$8)
- Business Card Album (\$15)
- Can Holder (\$2)
- Cork Mouse Pad (\$10)
- Flashlight (\$15)
- Luggage Grip (\$2)
- Mesh Bag (\$10)
- Metal Pen and Pencil Set (\$15)
- Robotic Book Light (\$5)
- Super Mini Umbrella (\$15)
- USB Drive (\$15)



NEW!



NEW!

NEW!